



2174 \$

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Frederic P. Messinger and Bruce E. Nevin
Application No.: 09/345,903 Group: 2174
Filed: July 1, 1999 Examiner: Tran, Mylinh T.
Confirmation No.: 1807
For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL
SUPPORT AND TRAINING

RECEIVED

JAN 08 2003

Technology Center 2100

CERTIFICATE OF MAILING	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Assistant Commissioner for Patents, P.O. Box 2327, Arlington, VA 22202	
on <u>Dec 31, 2002</u>	<u>Elaine C. Leahy</u>
Date	Signature
<u>Elaine C. Leahy</u>	
Typed or printed name of person signing certificate	

Assistant Commissioner for Patents
P.O. Box 2327
Arlington, VA 22202

Sir:

Transmitted herewith is Amendment B for filing in the above-identified application.

[] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.

[] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

(COL. 1)	(COL. 2)	(COL. 3)	(COL. 4)	(COL. 5)
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA
TOTAL	34	MINUS	* 22	12
INDEP	4	MINUS	** 3	1
<input type="checkbox"/> FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				

* not fewer than 20
** not fewer than 3

SMALL ENTITY		
	RATE	ADDIT. FEE
X	\$ 9	\$
X	\$42	\$
+	\$140	\$

TOTAL = \$ 0

OTHER THAN SMALL ENTITY		
	RATE	ADDIT. FEE
X	\$18	\$ 216
X	\$84	\$ 84
+	\$280	\$

TOTAL = \$ 300

Please charge Deposit Account No. 08-0380 for the following fees:

<input type="checkbox"/>	Petition for [] month Extension of Time	\$	_____
<input type="checkbox"/>	Amendment Fee	\$	_____
<input type="checkbox"/>	Other Fees:		
	_____	\$	_____
	_____	\$	_____
	TOTAL:	\$	<u>0</u>

A check is enclosed in payment of the following fees:

<input type="checkbox"/>	Petition for [] month Extension of Time	\$	_____
<input checked="" type="checkbox"/>	Amendment Fee	\$	<u>300</u>
<input type="checkbox"/>	Other Fees:		
	_____	\$	_____
	_____	\$	_____
	TOTAL:	\$	<u>300</u>

☒ A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon
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Dated: 12/31/02



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#9/C
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AMENDMENT BC

Assistant Commissioner for Patents
P.O. Box 2327
Arlington, VA 22202

Sir:

This Amendment is being filed in response to the Office Action mailed from the U.S. Patent and Trademark Office on October 1, 2002 in the above-identified application. Reconsideration and further examination are requested.

01/07/2003 NMOHAMM1 00000049 09345903

01 FC:1202
02 FC:1201

216.00 DP
84.00 DP